Complaints Handling Procedure

Our aim is to provide our clients with excellent levels of client service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. In the unlikely event that we are not able to address your concerns and you would like to make a formal complaint, then you should inform our Complaints Manager, Helen Dunn who will deal with your complaint in line with our internal complaints procedure:

1. Your complaint will be acknowledged within 7 days of receipt, and we will set out how your complaint will be dealt with.

2. The Complaints Manager will then investigate your complaint by speaking to the fee earner with conduct of the file and reviewing your file in full.

3. We will report to you with the outcome of the investigation as soon as possible but no later than one month from the date of which we have acknowledged receipt of your complaint.

4. On occasion, these timeframes may need to be extended and should this be the case, we will advise you accordingly.

We aim for any complaint to be resolved as swiftly as possible. Making a complaint will not affect how we handle your case.

Contact details for our Complaints Manager, Helen Dunn are as follows:

Email: helen.dunn@mjc-law.co.uk

Postal address: MJC Law, Unit 8 Wheatcroft Business Park, Landmere Lane, Edwalton, Nottingham, Nottinghamshire, NG12 4DG

What to do if we cannot resolve your complaint

If we are unable to resolve your complaint, the Legal Ombudsman may be able to help you. The Legal Ombudsman investigates complaints about service issues with lawyers. They will look at your complaint independently and it will not affect how we handle your case.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you

realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

If you would like more information about the Legal Ombudsman, please contact them using the following contact details:

Email: enquiries@legalombudsman.org.uk

Call: 0300 555 0333

Postal address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

The Ombudsman will not accept complaints where the act/omission/date of awareness was before 6 October 2010.

Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns directly with the Solicitors Regulation Authority, contact details can be found at the following link:

SRA | Contact us | Solicitors Regulation Authority